

# 5.1

CREATIVE



BLASTER

# AUDIGY2™

PLATINUM<sup>EX</sup>



## User Manual





# *How to use this manual*

## Creative Sound Blaster Audigy 2 Platinum eX

Information in this document is subject to change without notice and does not represent a commitment on the part of Creative Technology Ltd. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the written permission of Creative Technology Ltd. The software described in this document is furnished under a license agreement and may be used or copied only in accordance with the terms of the license agreement. It is against the law to copy the software on any other medium except as specifically allowed in the license agreement. The licensee may make one copy of the software for backup purposes only.

The Software License Agreement is found in a separate folder on this installation CD. The copyright and disclaimer, including trademark issues are also found in the same folder.

**Important:** This User Manual (on CD) has been designed to provide you with complete product knowledge. Following are instructions on how to make use of this manual effectively by launching applications and help files, as well as accessing relevant web sites, where applicable, via specially prepared links.

- To launch applications, Help files or to access relevant web sites, click the [blue text](#), underlined hyperlinks or whenever the symbol  or  appears on the object or text.
- For best viewing, this PDF is by default set to "Fit Width" so that all the contents on every page is visible. If you are unable to read the text clearly, press Ctrl + <+> to zoom in or Ctrl + <-> to zoom out. To view full screen, press Ctrl + <L>.

**Note:** To access the applications and Help files, you must first install the manual and the applications in your computer. Otherwise, you will receive error messages. When you click a link to launch a program, a dialog box may appear to inform you that Adobe Acrobat is going to launch the application. Click the **All** button to run subsequent applications without the message appearing again. To access linked web sites, your computer must be connected to the Internet.



## Contents

### Introduction

High-definition digital audio entertainment .....	vii
What is EAX ADVANCED HD? .....	viii
Package Contents .....	ix
System Requirements .....	x
Sound Blaster Audigy 2 Platinum eX hardware .....	x
SB1394/FireWire applications, games and DVD viewing .....	x
Internet multimedia and entertainment .....	xi
Getting More Information .....	xi
More Help .....	xi
Customer Support .....	xi
Document Conventions .....	xi

### 1 About your Sound Blaster Audigy 2 Platinum eX hardware

What You Need .....	1-1
Your Sound Blaster Audigy 2 Platinum eX Card .....	1-2
Your Sound Blaster Audigy 2 Platinum eX External I/O Module .....	1-3
Adjusting Headphones Volume and Microphone Gain .....	1-7
Using the control knobs .....	1-7
Using Creative Surround Mixer .....	1-8
Using the Remote Control .....	1-8
Remote Control Functions .....	1-9

### 2 Installing Hardware

Installation Steps .....	2-1
Step 1: Prepare the Sound Blaster Audigy 2 Platinum eX hardware ..	2-1
Step 2: Prepare your computer .....	2-2
Step 3: Install the audio card .....	2-3
Step 4: Install the joystick port .....	2-3
Step 5: Install the cables .....	2-4



	Step 6: Connect to AC power socket .....	2-4
	Step 7: Set up the CD-ROM drive .....	2-5
	Connecting Related Peripherals .....	2-6
	Connecting External Speakers .....	2-10
	Positioning Your Speakers .....	2-11
<b>3</b>	<b>Installing Software</b>	
	Installing Drivers and Applications.....	3-1
	Sound Blaster Audigy 2 Feature Showcase Demo .....	3-2
	Uninstalling and Reinstalling the Applications and Device Drivers.....	3-2
	Reinstalling all Audio Drivers and Applications .....	3-2
	Uninstalling all Audio Drivers and Applications .....	3-3
	Installing/Uninstalling selected Audio Drivers and Applications .....	3-4
	Updating Windows 2000 (Service Pack 2).....	3-5
	Updating Windows 98 SE .....	3-5
	Installing Digital Video Update .....	3-5
<b>4</b>	<b>Using Audigy 2 Software</b>	
	Creative Sound Blaster Audigy 2 Applications .....	4-1
	Demos .....	4-2
	Sound Blaster Audigy 2 Getting Started Demo .....	4-2
	Sound Blaster Audigy 2 Feature Showcase Demo.....	4-2
	SoundFont Showcase.....	4-3
	Introduction to the Sound Blaster Audigy 2 software suite .....	4-4
	Creative MediaSource Go! .....	4-4
	Creative MediaSource Go! Launcher.....	4-4
	Creative MediaSource Player.....	4-5
	“What-You-Hear” multichannel recording .....	4-5
	Creative MediaSource Organizer.....	4-6
	Finding and organizing songs .....	4-6
	Keeping your music database up to date .....	4-6



Transferring songs.....	4-6
Automatically playing multimedia content.....	4-6
Extracting and converting songs.....	4-7
Storing music on recordable CD .....	4-7
Creative MediaSource DVD-Audio Player.....	4-7
Creative EAX Console .....	4-8
Audio Effects: Environmental Sound Processing .....	4-8
CMSS 3D: Simulating Surround Sound .....	4-9
Audio Clean-up: Removing noise and distortion .....	4-9
Time Scaling: Varying the speed of playback.....	4-9
Creative Surround Mixer .....	4-10
Creative Speaker Settings .....	4-10
Creative Speaker Calibrator.....	4-10
Creative MiniDisc Center .....	4-10
Creative SoundFont Bank Manager .....	4-11
Creative Audio Stream Recorder 2.....	4-11
Creative Wave Studio .....	4-12
Diagnostic and troubleshooting utilities .....	4-13
Creative Diagnostics.....	4-13
Creative Speaker Settings .....	4-13

## Appendixes

### A General Specifications

Features .....	A-1
PCI Bus Mastering .....	A-1
Audigy 2 Processor .....	A-1
Versatile Audio Features.....	A-1
Professional Digital Audio Processing .....	A-2
Flexible Mixer Control .....	A-2
THX Certification .....	A-3



Dolby Digital (AC-3) and Digital Surround EX Decoding .....	A-3
Creative MultiSpeaker Surround (CMSS) .....	A-3
SB1394/FireWire Compatibility .....	A-3
Connectivity .....	A-4
Sound Blaster Audigy 2 Platinum eX Card .....	A-4
Audio Outputs .....	A-4
SB1394/FireWire .....	A-4
Interfaces .....	A-4
Sound Blaster Audigy 2 Platinum eX External I/O Module .....	A-5
Inputs and outputs on front panel .....	A-5
Inputs and outputs on rear panel .....	A-5

## **B Troubleshooting and FAQs**

Problems Installing Software .....	B-1
Problems with Sound .....	B-2
Problems with File Transfers on Some VIA Chipset Motherboards .....	B-6
Insufficient SoundFont Cache .....	B-7
Problems with the Joystick .....	B-8
Problems with Multiple Audio Devices .....	B-9
Problems with Sound Blaster Live! Series or Sound Blaster PCI512 card .....	B-10
Resolving I/O Conflicts .....	B-11
Problems with Encore DVD Player .....	B-12
Problems with Software DVD Player .....	B-12
Problems with DV driver for Windows 98 SE/2000/Me/XP .....	B-13
Problems in XP .....	B-14
Problems with Digital Audio Devices .....	B-15

Sound  
BLASTER

AUDIGY2

## Introduction



# Introduction

---

## High-definition digital audio entertainment



MLP (Meridian Lossless Packing), the method of audio data compression used in DVD-Audio, reduces file size without removing any of the information contained in the original recording. The listening audience will hear the audio as it was intended in the original recording. Other packing methodologies that remove data as part of the compression are referred to as 'Lossy Compression'.

Thank you for purchasing Sound Blaster Audigy 2 Platinum eX, consisting of the Sound Blaster Audigy 2 Platinum eX card, the Sound Blaster Audigy 2 Platinum eX External I/O Module, and an IR remote control. It is the most complete affordable high-definition digital audio entertainment solution you can find on the market today.

Sound Blaster Audigy 2 has received the prestigious THX Multimedia Certification award, making it the perfect choice for PC audiophiles seeking the very best music and movie experiences.

Featuring 24-bit/192 kHz audio playback, Sound Blaster Audigy 2 Platinum eX delivers high-definition sound of astounding quality with 24-bit/96 kHz audio recording capability from all Line Ins and SPDIF In. Sound Blaster Audigy 2 Platinum eX supports 6.1 channel Dolby Digital Surround EX surround sound audio on your computer, and 5.1 output from the 96 kHz sampling rates of DVD-Audio discs using MLP lossless compression.

The Sound Blaster Audigy 2 Platinum eX External I/O Module provides front panel access to microphone, headphone, input/output, and MIDI connections — all located away from your computer and closer to your work area. The Sound Blaster Audigy 2 Platinum eX is the only Audigy 2 product with ASIO driver support for 24-bit/96 kHz recording — allowing musicians to produce high quality works. Additionally, an IEEE 1394-compliant SB1394™/FireWire® connection is provided for high-speed connectivity to NOMAD™ portable digital audio players, external CD-RW drives and other IEEE 1394 compatible devices like DV Camcorders, printers, scanners, and digital still cameras.

The infrared remote control offers convenient control of your computer for tasks like playing audio or video CDs, at distances up to four meters (13 feet).



## What is EAX ADVANCED HD?



EAX® ADVANCED HD™ brings a new level of performance, power, and flexibility to PC audio. Taking advantage of the increased processing capabilities of the Sound Blaster Audigy 2 processor, EAX ADVANCED HD delivers a host of new features to achieve high definition audio for gaming and music enhancement.

The EAX ADVANCED HD Game Audio Library takes in-game audio and acoustic simulation to a whole new level. These innovative technologies bring tremendous realism and total audio immersion to PC gamers:

- ❑ **New Multi-Environment™** technology renders multiple environment audio environments in real time.
- ❑ **Environment Panning™** makes it easy for gamers to track with three-dimensional precision, the location and movement of sounds that usually represent enemies or team mates. This gives Sound Blaster Audigy 2 gamers a better advantage as they are more aware of the game environment.
- ❑ **Environment Reflections™** offers localization of early reflections and echoes such as reflections created by canyon walls or cliffs.
- ❑ **Environment Filtering™** simulates the propagation of sound in both indoor and outdoor game arenas.
- ❑ **Environment Morphing™** allows for seamless transitions from one environment to the next.

EAX ADVANCED HD Music Technologies also ensures sonic superiority:

- ❑ **Audio Clean-Up** removes unwanted noise in a digital audio file.
- ❑ **Time Scaling** speeds up and slows down music without distortion.
- ❑ **EAX ADVANCED HD** music effects, developed especially for music listening, further enhance playback of songs.

EAX ADVANCED HD offers dramatically increased 3D audio performance and functionality. Delivering superior audio fidelity and sophisticated reverb effects, this unsurpassed digital entertainment experience is available only from the Sound Blaster Audigy 2 family of products.

## Package Contents



The items listed here may vary from country to country.

The following items are included in your package:

- ☐ Sound Blaster Audigy 2 Platinum eX card
- ☐ Sound Blaster Audigy 2 Platinum eX External I/O Module and IR remote control
- ☐ AD\_LINK cable
- ☐ Power converter cable
- ☐ Joystick/MIDI bracket
- ☐ 3.5 mm minijack to 1/4" plug adapter
- ☐ Two AAA batteries for the IR remote control
- ☐ Sound Blaster Audigy 2 Installation and Applications CD
- ☐ Sound Blaster Audigy 2 Feature Showcase Demo CD
- ☐ Creative DVD-Audio Sampler Disc
- ☐ Quick Start Guide leaflet
- ☐ User manual (on CD)
- ☐ Warranty (printed or on CD)
- ☐ Customer Support (printed or on CD)



## System Requirements

### Sound Blaster Audigy 2 Platinum eX hardware

- ❑ Genuine Intel® Pentium® II 350 MHz, AMD® K6 450 MHz or faster processor for SB1394/FireWire applications or games
- ❑ Intel, AMD or 100% compatible motherboard chipset
- ❑ Windows 98 Second Edition (SE), Windows Millennium Edition (Me), Windows 2000 Service Pack 2 (SP2) or Windows XP
- ❑ 64 MB RAM for Windows 98 SE and Windows Me  
128 MB RAM for Windows 2000 (SP2) and Windows XP
- ❑ 600 MB of free hard disk space
- ❑ Available PCI 2.1 compliant slot for the audio card
- ❑ Available space for the included joystick/MIDI bracket (optional)
- ❑ Headphones or amplified speakers (available separately)
- ❑ at least one CD-ROM/CD-RW or DVD-ROM drive installed

### SB1394/FireWire applications, games and DVD viewing



Minimum 256 MB RAM recommended for Windows 2000 (SP2) and Windows XP users for games and DV capture and editing.

- ❑ Genuine Intel Pentium III 500 MHz, or AMD 700 MHz processor for SB1394/FireWire applications or games
- ❑ SB1394/FireWire: minimum 128 MB RAM for digital video (DV) capture and editing recommended, Ultra DMA hard disk with 1 GB workspace (ATA-100, 7,200 rpm type and 6 GB recommended minimum) for DV applications.
- ❑ Games: At least 128 MB RAM, 3D graphics accelerator with at least 8 MB of texture RAM, available 300–500 MB of free hard disk space
- ❑ DVD: At least second generation DVD-ROM drive with these recommended soft-DVD players: InterVideo's WinDVD 2000 or CyberLink's PowerDVD 3.0 or later
- ❑ DVD-Audio: Pentium III/AMD Athlon 1 GHz or faster processor recommended. Requires 256 MB RAM for Windows 2000 SP3 or Windows XP SP1. Also requires a second-generation 6x or faster DVD-ROM drive. Visit [www.soundblaster.com](http://www.soundblaster.com) for updates on OS-specific support issues.



## Internet multimedia and entertainment

Internet Radio: requires at least a 56 kbps modem and an active Internet connection to run the application

Other Internet applications may have higher system requirements or may require a microphone. Refer to the application's online Help documentation for details.

## Getting More Information

Refer to the [Sound Blaster Audigy 2 Getting Started Demo](#) and the various online Help files for detailed information on Creative applications. The [Sound Blaster Audigy 2 Feature Showcase Demo](#) gives you an interactive introduction to Sound Blaster Audigy 2 and demonstrates the card's capabilities.

## More Help

View the contents of the Sound Blaster Audigy 2 Installation and Applications CD for additional libraries and other software. Visit the [www.soundblaster.com](http://www.soundblaster.com) site for the latest Sound Blaster news and products. The site also includes information on making purchases, technical help, and the latest driver updates.

## Customer Support

Visit <http://www.soundblaster.com/support/faq/> or <http://www.creative.com> for general help.

## Document Conventions

The following typographical conventions are used throughout this manual:



The notepad icon indicates information that is of particular importance and should be considered before continuing.



The alarm clock designates a caution or warning that can help you avoid situations involving risk.



The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

Sound  
BLASTER

# 1 About your Sound Blaster Audigy 2 Platinum eX hardware

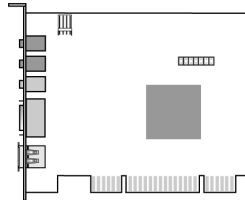
# About your Sound Blaster Audigy 2 Platinum eX hardware

## What You Need

Before you begin installation, be sure that you have these:



In addition, you will also need an available PCI slot and another adjacent available slot on your computer.



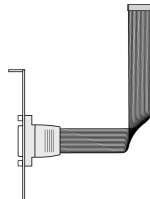
Sound Blaster Audigy 2



AD\_LINK cable



Sound Blaster Audigy 2 Platinum eX  
External I/O Module



Joystick/MIDI bracket



Power Converter cable



Phillips-head  
screwdriver (not  
included)

Figure 1-1: What you need.

## Your Sound Blaster Audigy 2 Platinum eX Card

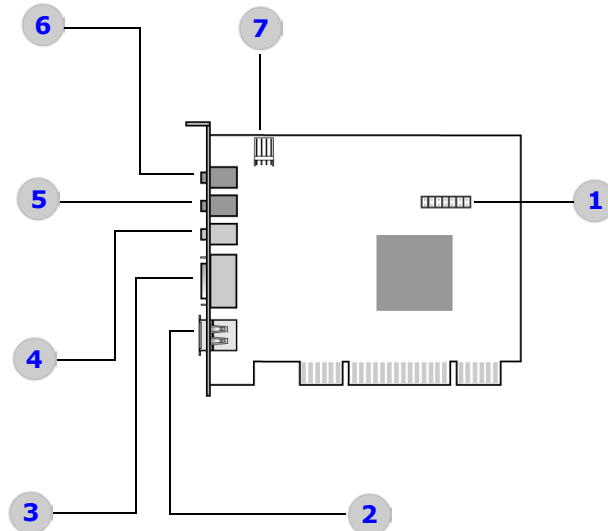


Click any circled number in the diagram to see a description of the item.



You need to connect the Sound Blaster Audigy 2 Platinum eX card to the Sound Blaster Audigy 2 Platinum eX External I/O Module for complete feature support. However, the card will work as a standalone audio card with limited functions: all analog and digital input/output functionality offered by the Platinum eX External I/O Module will be unavailable.

Your audio card has these jacks and connectors to enable the attachment of a wide variety of devices:



Sound Blaster Audigy 2 Platinum eX is a high-end audio card designed for musicians. To achieve cleaner audio processing and the highest possible audio quality, the onboard connectors such as CD Analog IN, TAD IN, and CD SPDIF IN have been removed from your audio card. However, you can still enjoy music from your CD-Audio discs on your CD-ROM/DVD-ROM drive, by enabling Digital CD Audio in your Operating System. Refer to "Step 7: Set up the CD-ROM drive" on page 2-5 for details.

Figure 1-2: Jacks, connectors and ports

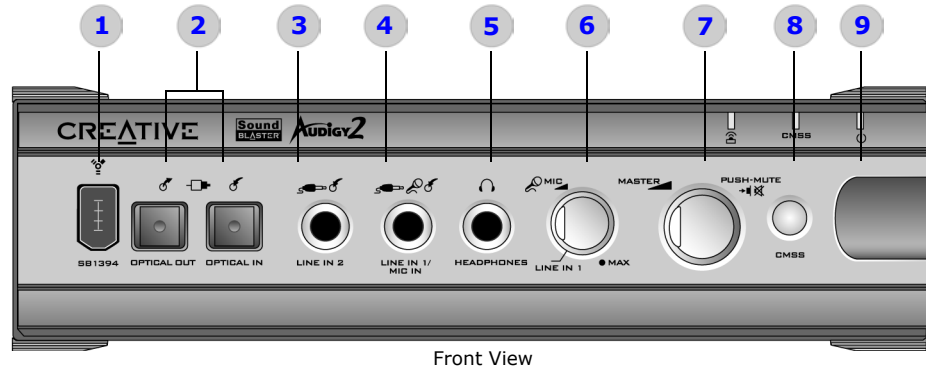


# Your Sound Blaster Audigy 2 Platinum eX External I/O Module



Click any circled number in the diagram to see a description of the item.

Your Sound Blaster Audigy 2 Platinum eX External I/O Module has these jacks, connectors and controls:



- To connect your existing computer headphones and microphone to the Audigy 2 Platinum eX External I/O Module, use a 3.5 mm (1/8") minijack to 1/4" plug adapter.
- Set the gain level of the Mic In 2 jack to the minimum before connecting or turning on a microphone, especially if you are using headphones.

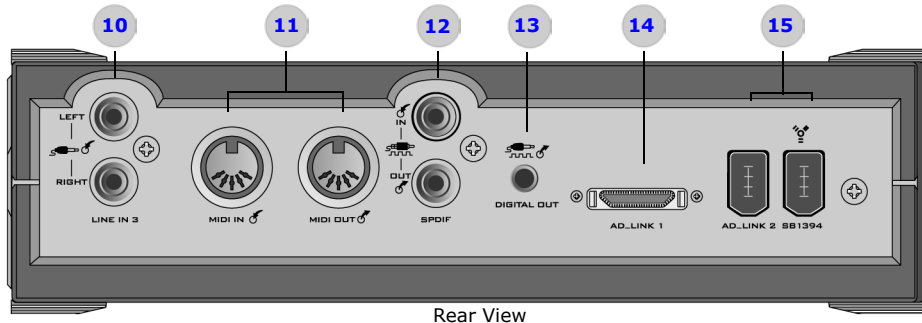


Figure 1-3: Jacks, connectors and controls

**Table 1: The Sound Blaster Audigy 2 Platinum eX card**



Click [here](#) or on any description to return to the diagram of the Sound Blaster Audigy 2 Platinum eX card.

Number	Description
1	<b>Joystick/MIDI connector</b> Connects to the Joystick/MIDI bracket for gamepads, other input and MIDI devices.
2	<b>AD_LINK 2 connector</b> Connects to the Audigy 2 Platinum eX External I/O Module's AD_LINK2 port to supply power.
3	<b>AD_LINK 1 connector</b> Connects to the External I/O Module for transferring data.
4	<b>Line Out 3 jack</b> Connects to Front Center, subwoofer and Rear Center inputs of powered analog speakers or an external amplifier.
5	<b>Line Out 2 jack</b> Connects to Rear Left/Right analog inputs of powered analog speakers or an external amplifier. Also supports headphones.
6	<b>Line Out 1 jack</b> Connects to Front Left/Right analog input of powered analog speakers or an external amplifier for audio output. Headphones can also be connected to this jack.
7	<b>Power connector</b> Connects to a small four-pin power connector found on the supplied power converter cable.

**Table 2: The Audigy 2 Platinum eX External I/O Module**



Click [here](#) or on any description to return to the diagram of the Sound Blaster Audigy 2 Platinum eX External I/O Module

Number	Description
1	<b>SB1394/FireWire port</b> Connects to an IEEE1394 compatible external device (such as a digital video camcorder, digital still camera, printer or scanner).
2	<b>Optical SPDIF Out/In</b> For recording/playback devices with optical connectors.
3	<b>Line In 2 jack</b> For analog devices like music synthesizers and other line-level sources.
4	<b>Line In 1/Mic In jack</b> For line sources (for example, electric guitars) or dynamic microphones.
5	<b>¼-inch Headphone jack</b> For connecting to headphones. (Speaker output will be muted).
6	<b>Microphone Input Sensitivity control knob</b> Controls the input level of a microphone signal.
7	<b>Master Volume/Mute control knob</b> Controls the overall output volume. Push to mute the sound.
8	<b>CMSS Switch</b> Turns the Creative MediaSource MultiSpeaker Surround <sup>®</sup> feature on or off.

**Table 2: The Audigy 2 Platinum eX External I/O Module**



Click [here](#) or on any description to return to the diagram of the Audigy 2 Platinum eX External I/O Module

Number	Description
9	<b>Infrared Receiver</b> Lets you control your computer via the IR remote control.
10	<b>Line In 3 (Aux In) jacks</b> Connects to analog devices like VCRs, TVs and CD players.
11	<b>Standard MIDI In/Out connectors</b> Connects to MIDI devices via standard DIN cables.
12	<b>SPDIF In/Out Coaxial jacks</b> For digital audio recording/playback devices such as DAT and MiniDisc recorders.
13	<b>SPDIF Digital Out Mini DIN jack</b> Outputs digital audio via mini DIN cable.
14	<b>AD_LINK 1 Connector</b> Connects to the Sound Blaster Audigy 2 Platinum eX card's AD_LINK 1 cable's connector.
15	<b>AD_LINK 2 Connector (SB1394/FireWire port)</b> Connects to the Sound Blaster Audigy 2 Platinum eX card's AD_Link 2 connector via the supplied 1.8 meter (5-feet) AD_LINK cable. It provides power to the Sound Blaster Audigy 2 Platinum eX External I/O Module. Next to AD_LINK 2 is another SB1394/FireWire port, for connection to IEEE1394-compatible devices.



## Adjusting Headphones Volume and Microphone Gain

You can adjust the headphones volume and microphone gain in two ways.

### Using the control knobs

On the front panel of the Sound Blaster Audigy 2 Platinum eX External I/O Module, turn the respective control knob:

- ☐ **Counterclockwise** to **decrease** the headphone volume or microphone gain.
- ☐ **Clockwise** to **increase** the headphone volume or microphone gain.

## Using Creative Surround Mixer



To install Creative Surround Mixer and other applications, see "Installing Software" on page 3-1.



- For best effects, set the headphones volume and microphone gain levels to 75% in Surround Mixer, and then use the Audigy 2 Platinum eX External I/O Module's control knobs to make further adjustments.
- If you set the headphones volume or microphone gain levels to 0%, or mute them in Creative Surround Mixer, you hear no sound even if the control knobs are set to the maximum.

To adjust headphones volume:

1. Click **Start -> Programs -> Creative -> Sound Blaster Audigy 2 -> Surround Mixer**.
2. On the **Master Control** panel of Creative Surround Mixer, make sure that there is no red "X" on the **Speaker** button under the **Volume** slider. Otherwise, click the **Speaker** button. This will unmute the headphones output.
3. Drag the **Volume** slider up or down to adjust the headphones volume.

To adjust microphone gain:

1. Click **Start -> Programs -> Creative -> Sound Blaster Audigy 2 -> Surround Mixer**.
2. On the **Source** panel of Creative Surround Mixer, click an audio input source button with a down arrow, and then select **Line-In 1/Mic**.
3. Make sure the **Speaker** button below the **Line-In 1/Mic** slider has no red "X" on it. Otherwise, click the **Speaker** button. This will unmute the audio input.
4. Drag the slider to adjust the microphone gain.

## Using the Remote Control

The external Audigy 2 Platinum eX External I/O Module has an infrared receiver for the remote control. This remote control lets you operate your computer from the comfort of your sofa or bed up to a distance of 4 meters (13 feet).

## Remote Control Functions



- \*OSD - On Screen Display.
- The model of your remote control may be different from the unit displayed here.

Refer to Figure 1-4 and Figure 1-5 below for a description of your remote control's functions.

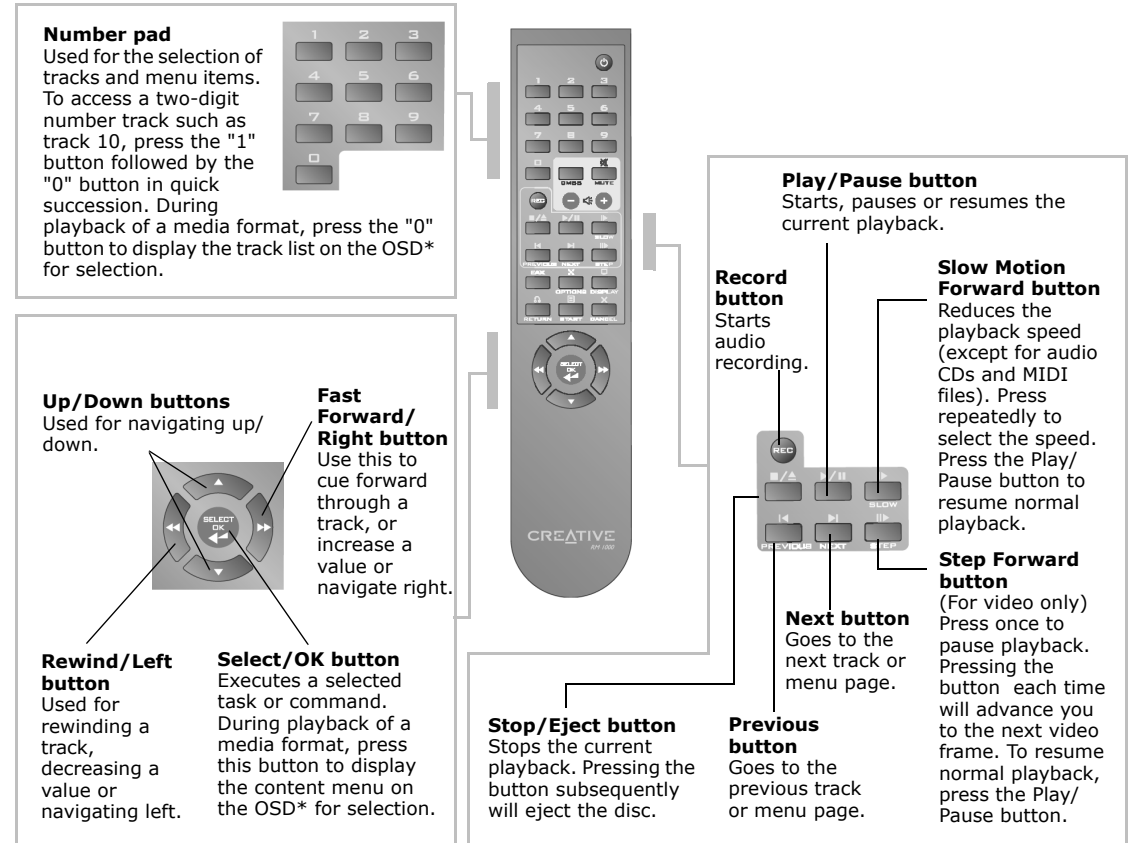


Figure 1-4: Navigation Buttons on the Remote Control.



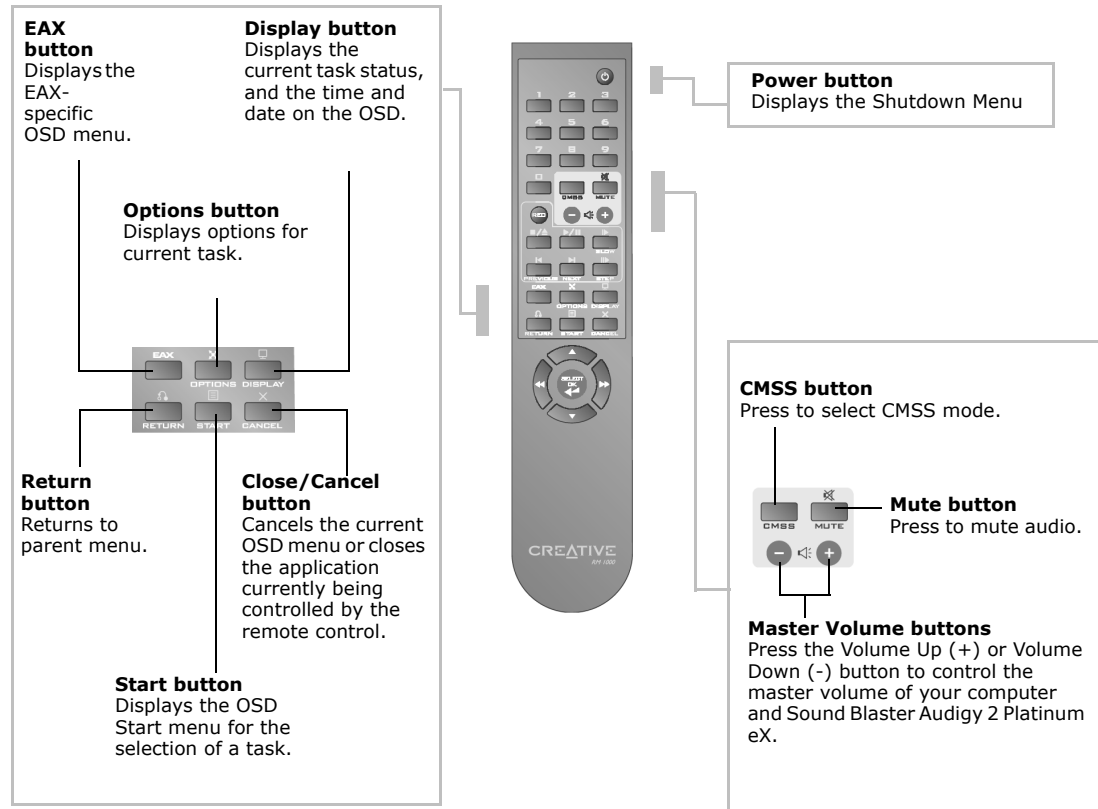


Figure 1-5: Other Buttons on the Remote Control.

Sound  
BLASTER

## 2 Installing Hardware

This chapter tells you how to install the Sound Blaster Audigy 2 Platinum eX hardware.

# Installing Hardware

## Installation Steps

### Step 1: Prepare the Sound Blaster Audigy 2 Platinum eX hardware



Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your audio card when it is inserted into the slot.

1. Place the Sound Blaster Audigy 2 Platinum eX External I/O Module near your computer.
2. Locate the AD\_LINK cable that links your Sound Blaster Audigy 2 Platinum eX External I/O Module to your Sound Blaster Audigy 2 Platinum eX card.



Figure 2-1: Sound Blaster Audigy 2 Platinum eX External I/O Module and AD\_LINK cable

## Step 2: Prepare your computer



Remove any existing audio card or disable the onboard audio. For more information, see "Problems with Multiple Audio Devices" on page B-9.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your computer to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove the computer cover.
4. Remove the metal brackets from two adjacent unused PCI slots as shown in Figure 2-2. Put the screws aside for use later.

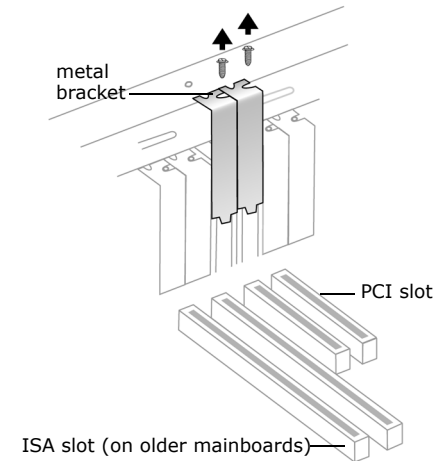


Figure 2-2: Removing metal plates

### Step 3: Install the audio card



If the AD\_LINK cable is too long, coil it gently to prevent damage to the delicate wires inside.

1. Align the audio card with the PCI slot and press the card gently but firmly into the slot as shown in Figure 2-3.
2. Secure the Sound Blaster Audigy 2 with a screw.

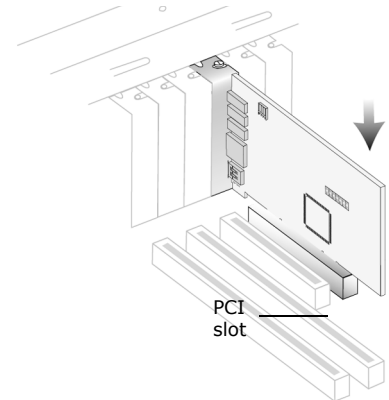


Figure 2-3: Aligning the card against the slot.

### Step 4: Install the joystick port



Do not force the audio card into the slot. Make sure that gold traces of the card's PCI connector are aligned with the PCI bus connector on the motherboard before you insert the card into the PCI expansion slot. If it does not fit properly, gently remove it and try again.

1. Align the joystick connector bracket next to the audio card.
2. Mount the bracket securely with the remaining screw. See Figure 2-4.

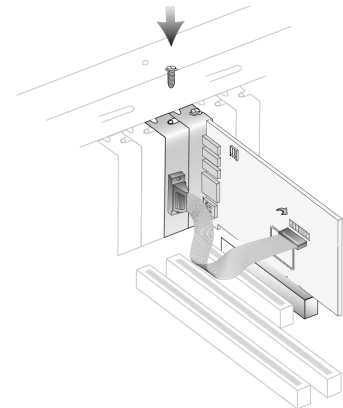


Figure 2-4: Installing the joystick port

## Step 5: Install the cables



To use the front and back SB1394/FireWire connectors on the Sound Blaster Audigy 2 Platinum eX External I/O Module, you **must** connect the AD\_LINK 1 and AD\_LINK 2 connectors on both the audio card and the I/O Module.

1. Using the supplied AD\_LINK cable, connect the AD\_LINK 1 connector first. Press the side springs of the connector and push it in until it clicks firmly into place on both the card and the external I/O module.
2. Connect the AD\_LINK 2 connectors. See Figure 2-5.
3. Locate the supplied power converter cable. Insert the small white connector into the audio card's power connector.
4. Connect the other end of the power converter to an available power supply cable from your computer's power supply unit.

**Note:** Make sure that the power cable connected to the audio card is not shared with other devices like disk drives.

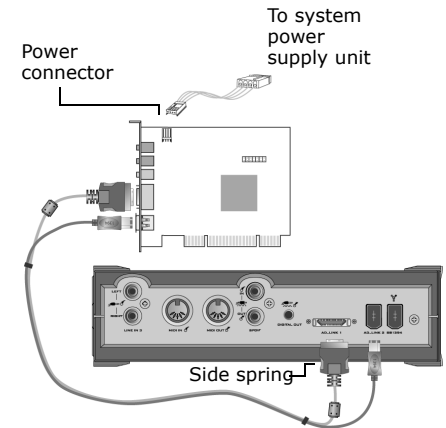


Figure 2-5: Connecting the audio card and external I/O module.

## Step 6: Connect to AC power socket



If your computer chassis blocks the AD\_LINK cable from connecting to the audio card:

- 1) Unscrew and loosen the card from the PCI slot
- 2) Insert the AD\_LINK cable
- 3) Reinstall the card securely into the PCI slot.

1. Replace the computer cover.
2. Plug the power cord into the AC wall outlet, and turn on the computer.

To connect your Sound Blaster Audigy 2 Platinum eX card and Audigy 2 Platinum eX External I/O Module to other devices, see "Connecting Related Peripherals" on page 2-6.

To install drivers and software, refer to "Installing Drivers and Applications" on page 3-1.

## Step 7: Set up the CD-ROM drive



Windows 98 SE users can listen to audio CDs via Windows Media Player 7.x, using the Digital Playback option. Your CD-ROM/DVD-ROM drive must support *sustained digital reads*. Read the Media Player help for more information.



On a fresh installation of Windows Me, you may not hear audio from your CD-ROM drive even after enabling Digital CD Audio. To solve this, disable Digital CD Audio and then restart the computer. When the system has restarted, re-enable Digital CD Audio and restart the system again.

To listen to music CDs through your CD-ROM/DVD-ROM drive, you must enable Digital CD audio for the drive. (Enabled by default in Windows XP).

1. In Windows 2000/XP or Windows Me, click **Start->Settings->Control Panel->System**.
2. Select the **Device Manager** tab.
3. Double-click the CD-ROM or DVD-ROM icon. Double-click the name of your drive.
4. In the **Properties** tab, click on the "Enable Digital CD audio for this CD-ROM device" checkbox to select it.

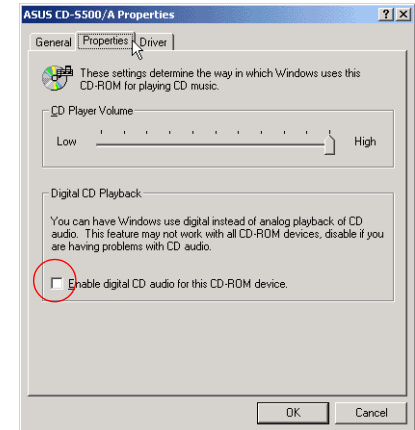


Figure 2-6: Enabling Digital CD Audio in Windows 2000



## Connecting Related Peripherals

Sound Blaster Audigy 2 Platinum eX will give you endless hours of listening pleasure. Figure 2-7 shows you how to connect related peripherals to your Sound Blaster Audigy 2 Platinum eX to optimize your enjoyment.



Click any circled number in the diagram to see a description of the item.



The supplied 1.8 meter AD\_LINK cable consists of two connectors (AD\_LINK 1 and AD\_LINK 2) at both ends. AD\_LINK 1 transfers data while AD\_LINK 2 provides power via an IEEE1394 connection.

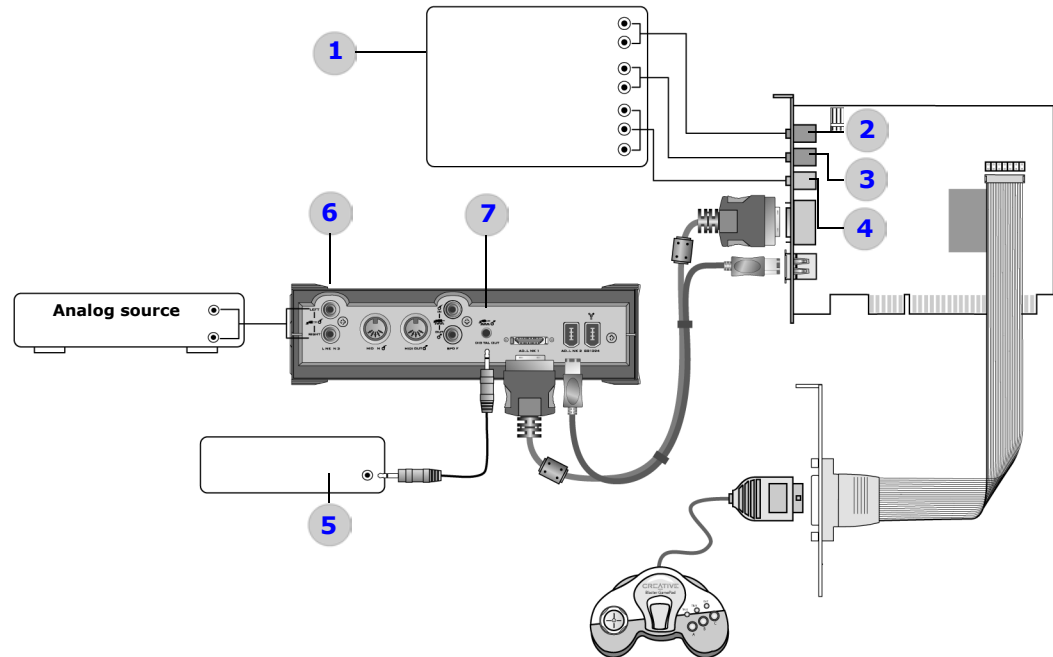


Figure 2-7: Connecting Sound Blaster Audigy 2 Platinum eX to other devices.

## Connecting Related Peripherals (cont'd)



Click any circled number in the diagram to see a description of the item.

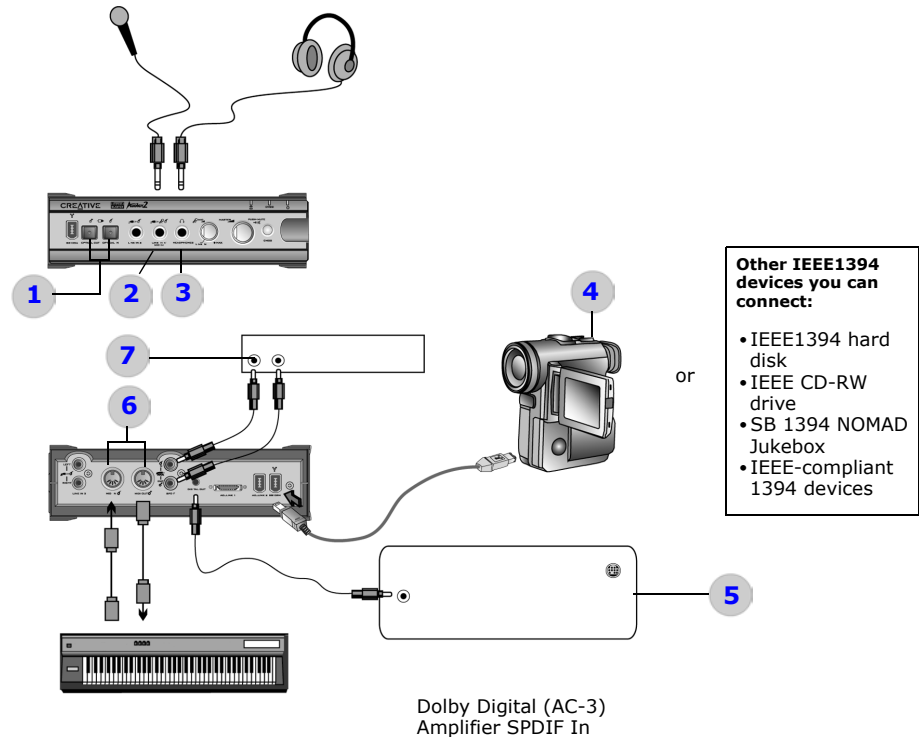


Figure 2-8: Connecting peripherals to the external I/O module.

**Table 1: Description of components on Page 2-6**



Click [here](#) or on any description in the table to return to the main diagram.

Number	Description
1	<b>Surround Amplifier or powered speakers</b> Multichannel analog audio-video amplifier or 5.1/6.1 analog multi-speaker system, or ordinary stereo receiver.
2	<b>Line Out 1 jack</b> Connects to powered stereo speakers or an external amplifier. Also supports headphones. Outputs front Left/Right audio channels.
3	<b>Line Out 2 jack</b> Connects to powered surround speakers or an external surround amplifier with surround inputs. Outputs Surround Left/Right audio.
4	<b>Line Out 3 jack</b> Three-channel analog jack outputs Subwoofer, Front Centre and Rear Centre signals. A 4-pole 3.5 mm plug is required.
5	<b>Digital Audio device</b> Devices like DAT or MD players that have a 3.5 mm input jack.
6	<b>Coaxial Analog Line In jacks</b> Connect to external analog stereo devices like cassette recorders, tuners or other line-level sound sources.
7	<b>SPDIF Digital Out mini jack</b> Outputs up to 6.1-channels or compressed AC-3 SPDIF output for connection to digital surround decoders and amplifiers or digital speaker systems like the Creative Inspire™ 5.1 speaker system.

**Table 2: Description of components on Page 2-7**



Click [here](#) or any description in the table to return to the main diagram.

Number	Description
1	<b>Optical Input/Output</b> Connect to digital recording/playback devices with TOSLINK optical input and output connectors.
2	<b>Line In 1/Mic In jack</b> Connects to analog line-level devices like electric guitars, or microphones.
3	<b>¼-inch Headphone jack</b> Connects to stereo headphones with 3.5mm (¼-inch) jack. Use a convertor if your headphones come with a smaller connector.
4	<b>Digital Video camcorder or other IEEE 1394 device</b> Connect to MIDI devices like synthesizers, etc. MIDI devices can be daisy-chained if they have both MIDI In and MIDI Out jacks.
5	<b>Mini DIN SPDIF connector</b> Found on Creative digital speaker systems like the Creative Inspire 5.1™, which can be connected to the external I/O module's SPDIF Digital Output via a Mini DIN-to-mini plug convertor.
6	<b>MIDI In/Out connectors</b> Connect to MIDI devices like synthesizers. MIDI devices can be daisy-chained if they have both MIDI In and MIDI Out jacks.
7	<b>Digital Recording Device</b> Connect to external digital playback and record stereo devices such as another Creative audio card, or DAT recorder.

## Connecting External Speakers

If you have a 5.1 or 6.1 channel speaker system, you can “upmix” your stereo sources (such as MP3, WMA, MIDI and Wave) to 6.1 channels by using the Creative MultiSpeaker Surround (CMSS) technology. To upmix, you need to enable the CMSS feature in EAX Console. Refer to the EAX Console online Help.



For discrete 7-channel amplifiers or systems, use a 3.5 mm (stereo) Audio/Video-to-RCA cable (not included) to connect Line Out 3 to available center, subwoofer and rear center channels.



For connection to Center and Subwoofer channels using a 3.5 mm (stereo)-to-RCA cable or 3.5 mm (stereo) Audio/Video-to-RCA cable (not included), connect the white RCA jack to the center input, and the red RCA jack to the Subwoofer input.

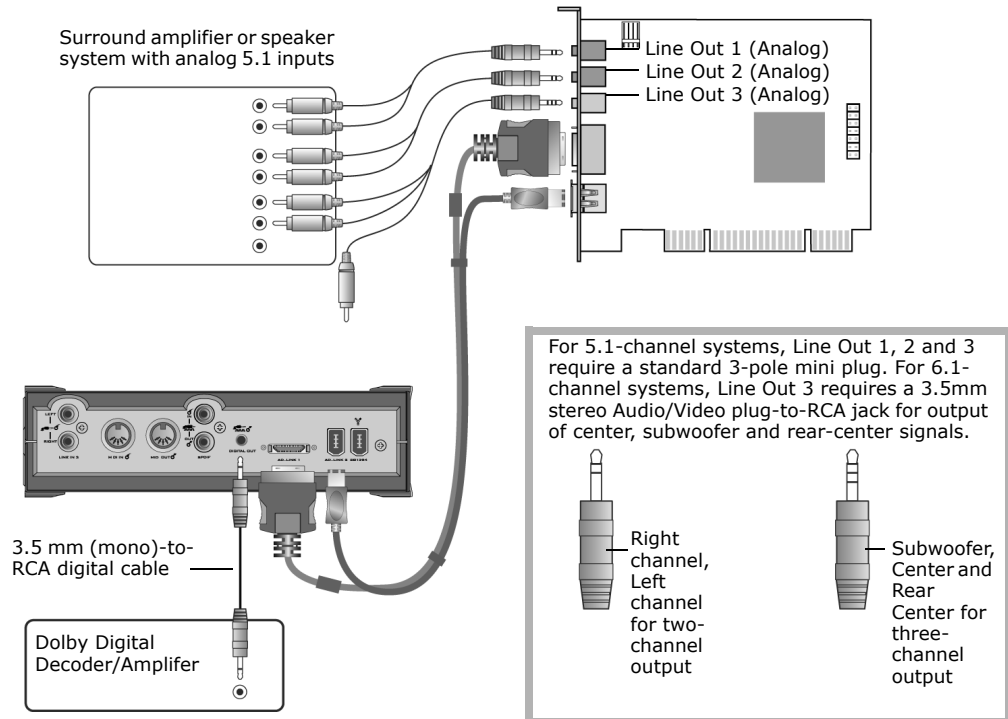


Figure 2-9: Connecting external consumer electronic devices to the Sound Blaster Audigy 2 Platinum eX.

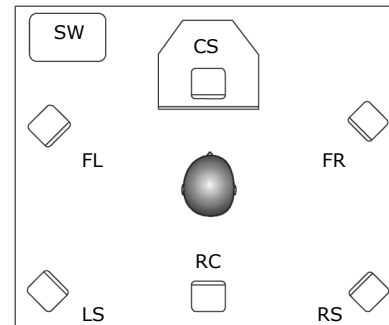
## Positioning Your Speakers



Good speaker placement can enhance your movie enjoyment, while careless placement can make good audio systems sound bad. For detailed speaker placement tips visit the Dolby Laboratories website at [http://www.dolby.com/ht/co\\_br\\_0110\\_ListenersGuideEX.html](http://www.dolby.com/ht/co_br_0110_ListenersGuideEX.html)

If you are using four to six speakers, place them to form a circle around you (Figure 2-10), and the speakers angled toward you.

Make sure that the computer monitor is not blocking the path of your front speakers. You may want to adjust the relative positions of the speakers until you get the audio experience you like best. If you have a subwoofer, place the unit near a corner of the room for the best bass experience.



### Speaker notation

**FL** :Front Left  
**CS** :Center  
**FR** :Front Right  
**RC** :Rear Center  
**RS** :Right Surround  
**LS** :Left Surround  
**SW**:Subwoofer

Figure 2-10: Recommended speaker placement.

Sound  
BLASTER

# 3 Installing Software

This chapter tells you how to install the Sound Blaster Audigy 2 Platinum eX software.



# Installing Software

---

## Installing Drivers and Applications



- During the installation process, Windows 98 SE users may be prompted to insert the Windows 98 SE installation CD into the CD-ROM drive. Do so and click the **OK** button.
- Some computers may be supplied without the Windows 98 SE CD, but have the necessary files stored in C:\Windows\Options\Cabs (where C: represent the drive Windows has been installed on).

You need to install device drivers and applications prior to using Sound Blaster Audigy 2 Platinum eX. To install these drivers and the selected software applications, use the following instructions. The instructions are applicable to all supported Windows operating systems.

1. After you have installed the Sound Blaster Audigy 2 Platinum eX card and Audigy 2 Platinum eX External I/O Module, turn on your computer. Windows automatically detects the audio card and device drivers.
2. When prompted for the audio drivers, click the **Cancel** button.
3. Insert the Sound Blaster Audigy 2 Installation and Applications CD into your CD-ROM drive.  
If your system's Windows AutoPlay mode is enabled, the CD starts running automatically. If not, you need to enable your CD-ROM drive's auto-insert notification feature. For more details, see "Problems Installing Software" on page B-1.
4. Follow the instructions on the screen to complete the installation.
5. When prompted, restart your computer.

To *feel* the audio card's awesome gaming, music reproduction and home studio capabilities, install the Sound Blaster Audigy 2 Feature Showcase Demo. This demo requires high-quality 5.1/6.1 speaker for optimal listening experience. See "Sound Blaster Audigy 2 Feature Showcase Demo" on page 3-2.



## Sound Blaster Audigy 2 Feature Showcase Demo

1. Insert the Sound Blaster Audigy 2 Feature Showcase Demo CD into your CD-ROM drive.  
If the drive supports Windows AutoPlay mode, the CD starts running automatically. If not, you need to enable your CD-ROM drive's auto-insert notification feature. For more details, see "Problems Installing Software" on page B-1.
2. Follow the instructions on the screen to complete the installation, and to run the Demo.

## Uninstalling and Reinstalling the Applications and Device Drivers

At times you may need to uninstall or reinstall some or all of the audio card's applications and device drivers to correct problems, change configurations, or upgrade outdated drivers or applications. The following instructions tell you how to do so in all Windows operating systems.

Before you begin, close all audio card applications. Applications that are still running during the uninstallation will not be removed.

## Reinstalling all Audio Drivers and Applications

If you are experiencing problems with the Audigy 2 device drivers or application, you may want to reinstall all of them. To do so:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Install/Uninstall** tab or the **Change or Remove Programs** button.
4. Select the **Sound Blaster Audigy 2** entry, and then click the **Add/Remove** (or **Change/Remove**) button.
5. In the **InstallShield Wizard** dialog box, select the **Repair** button, and then click the **Next** button. If prompted, insert the Sound Blaster Audigy 2 Installation and Applications CD into your CD-ROM and click the **OK** button.
6. Click the **Yes** button.



7. Restart your computer when prompted.

You can now check the computer to see if the reinstalled software works properly. If not, proceed to "Troubleshooting and FAQs" on page B-1.

## Uninstalling all Audio Drivers and Applications

For a cleaner installation, you may want to uninstall *all* the audio drivers and applications before you reinstall them again. To do so:

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Install/Uninstall** tab or **Change or Remove Programs** button.
4. Select **Sound Blaster Audigy 2** entry, and then click the **Add/Remove** (or **Change/Remove**) button.
5. In the **InstallShield Wizard** dialog box, select the **Remove** button, and then click the **Next** button.
6. Click the **Yes** button.
7. Restart your computer when prompted.

To uninstall Creative MediaSource and all its components, do the following:

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Install/Uninstall** tab (or **Change or Remove Programs** button).
4. Select **Sound Blaster Audigy 2** entry, and then click the **Add/Remove** (or **Change/Remove**) button.
5. In the **InstallShield Wizard** dialog box, select the **Full Uninstallation** button, and then click the **Next** button.
6. Click the **Yes** button.
7. Restart your computer when prompted.



## Installing/ Uninstalling selected Audio Drivers and Applications

The above instructions helped you to install or uninstall *all* device drivers or applications. However, you can also install or uninstall only *selected* drivers or applications. To do so:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Install/Uninstall** tab (or the **Change or Remove Programs** button)
4. Select **Sound Blaster Audigy 2** entry, and then click the **Add/Remove** (or **Change/Remove**) button.
5. In the **InstallShield Wizard** dialog box, select the **Modify** button, then click the **Next** button. A list of applications appears.
6. To uninstall an application, click the check box adjacent to it so that the box is clear. To install an application, click the adjacent check box so that a tick/cross appears within it.
7. Click the **Next** button. If prompted, insert the Sound Blaster Audigy 2 Installation and Applications CD into your CD-ROM, and click the **OK** button.

Restart your computer when prompted.

To uninstall a selected component in Creative MediaSource, do the following:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Install/Uninstall** tab (or the **Change or Remove Programs** button)
4. Select the **Creative MediaSource** entry, then click the **Add/Remove** (or **Change/Remove**) button.
5. In the **InstallShield Wizard** dialog box, click the **Custom Uninstallation** button, and then click the **Next** button.
6. Click the check box of the application that you want to uninstall, to select it.
7. Click the **Next** button.



8. Restart your computer when prompted.

## Updating Windows 2000 (Service Pack 2)

Windows 2000 now provides better support for AC-3 SPDIF output (non-PCM through WaveOut) for software DVD viewing. Click the web site link below to download the Windows 2000 Service Pack 2 to enjoy this support and to fix other issues in the Windows 2000 OS.

<http://www.microsoft.com/>

## Updating Windows 98 SE

### Installing Digital Video Update

If you have installed DirectX 8.0 or 8.0a run time, install the latest update for this application. If DirectX 8.1 has been installed, users do not need the update.

This update provides PAL support and improved device support to 1394 Digital Video equipment users. This is applicable for Windows 98 SE and Windows 2000 users. This update provides minor improvement to the Windows Me OS. To look for this update, go to the web site below.

<http://www.microsoft.com/>

Sound  
BLASTER

# 4 Using Audigy 2 Software

Find out how the software accompanying your audio card can be used to control and customize the card for best performance.

# Using Audigy 2 Software

---

## Creative Sound Blaster Audigy 2 Applications



The applications included with Sound Blaster Audigy 2 Platinum eX may be different from those described here. Sound Blaster Audigy 2 Platinum eX may also come with third party applications that may include user manuals and other help documents not produced by Creative.

The following software is designed for you to access the basic as well as the advanced features of your audio card. We recommend that you familiarize yourself with their functions in order to make full use of Sound Blaster Audigy 2 Platinum eX's rich features.

### **Demos: Providing an overview of Sound Blaster Audigy 2's features**

- ☐ Creative Sound Blaster Audigy 2 Getting Started Demo
- ☐ Creative Sound Blaster Audigy 2 Feature Showcase Demo
- ☐ SoundFont Showcase

### **Introduction to the Sound Blaster Audigy 2 software suite**

- ☐ Creative MediaSource Go!
- ☐ Creative MediaSource Go! Launcher
- ☐ Creative MediaSource Player
- ☐ Creative MediaSource Organizer
- ☐ Creative MediaSource DVD-Audio Player
- ☐ Creative EAX Console
- ☐ Creative Surround Mixer
- ☐ Creative Speaker Calibrator
- ☐ Creative Speaker Settings
- ☐ Creative MiniDisc Center
- ☐ Creative SoundFont Bank Manager
- ☐ Creative Audio Stream Recorder 2
- ☐ Creative Wave Studio

### **Diagnostic and troubleshooting utilities**

- ☐ Creative Diagnostics
- ☐ Creative Speaker Settings



## Demos

Three demo packages have been included to showcase the basic as well as the advanced features of your Sound Blaster Audigy 2 Platinum eX hardware. We recommend that you play them at least once in order to have a good overview of your card's features.

### Sound Blaster Audigy 2 Getting Started Demo

This is a good starting point from which you can learn about Sound Blaster Audigy 2 Platinum eX. The Sound Blaster Audigy 2 Getting Started Demo consists of several interactive and informative demos that highlight different aspects of Sound Blaster Audigy 2: experiencing digital music and digital gaming, watching movies, connecting speakers, and performing tasks.

### Sound Blaster Audigy 2 Feature Showcase Demo

Use the Sound Blaster Audigy 2 Feature Showcase Demo to *feel* the audio card's awesome gaming, music reproduction and home studio capabilities.

Experience the following exciting features of the new Sound Blaster Audigy 2:

- ❑ DVD-Audio Playback — Learn more about this new, high-resolution music format and experience the difference when a DVD-Audio clip is being played.
- ❑ EAX ADVANCED HD technologies — Experience complex multi-environment audio effects as you navigate through a fascinating virtual 3D world. Run this demonstration and experience EAX ADVANCED HD technologies such as Environment Panning, Environment Reflection and Environment Morphing. Compare the scenes with and without EAX ADVANCED HD, and you will understand why more game developers are using EAX ADVANCED HD technologies for the best gaming experience.
- ❑ Dolby Digital Surround EX support — Listen to a THX audio demonstration containing an additional rear channel (rear center) that produces a richer and more consistent surround effect than that of systems with only two rear channels.

**Note:** The Sound Blaster Audigy 2 Feature Showcase Demo can be installed using the separate Feature Showcase Demo CD in your package. This demo will run only if a Sound Blaster Audigy 2 Platinum eX card is installed because the software utilizes the card's hardware capabilities for the demonstrations.





## SoundFont Showcase

SoundFont Showcase contains a wide and comprehensive range of downloadable SoundFont demos from companies like Sonic Implants and Voice Crystal. You can also learn how to create and manage your own SoundFont banks in here.

For more information and usage details on SoundFont Showcase, refer to its online Help.



## Introduction to the Sound Blaster Audigy 2 software suite

This section walks you through the main suite of the Sound Blaster Audigy 2 software that enables you to make full use of Sound Blaster Audigy 2 Platinum eX's versatile and powerful features.

### Creative MediaSource Go!

Creative MediaSource Go! is a convenient launch pad, not only for Creative MediaSource's components, but also for your own frequently used applications. If you have desktop shortcuts for your favorite applications, you can place them in one central location, Creative MediaSource Go!

The Creative MediaSource Go! button launches Creative MediaSource Go! Launcher. Creative MediaSource Go! floats on your desktop as a small profile bar. Clicking a button on the bar causes it to expand horizontally into a shortcut bar. Creative MediaSource Go! Launcher contains icons that launch the various MediaSource modules for controlling Sound Blaster Audigy 2 Platinum eX. You can also add your own shortcut icons to Creative MediaSource Go!.

For more information and usage details on Creative MediaSource Go!, refer to its [online Help](#).

### Creative MediaSource Go! Launcher

Just like the Start button in Windows, Creative MediaSource Go! Launcher provides a single point of access to most of the software programs you need, to control and customize Sound Blaster Audigy 2 Platinum eX.

Creative MediaSource Go! Launcher consists of four tabs: **Programs**, **Product Settings**, **Product Support** and **Companion Products**.

- ❑ **Programs** houses shortcuts to Sound Blaster Audigy 2 applications. You can also add your own shortcuts to other applications.

- ❑ **Product Settings** houses shortcuts to specific programs for changing Sound Blaster Audigy 2 Platinum eX's hardware settings.
- ❑ **Product Support** contains diagnostic software, product update information, product registration forms, demonstration software as well as helpful documentation such as Getting Started guides.
- ❑ **Companion Products** allows viewing of information on other Creative products and applications.

For more information and usage details on Creative MediaSource Go! Launcher, refer to its [online Help](#).

## Creative MediaSource Player



During playback of DVD-Audio content, the recording feature will be disabled in accordance to copyright regulations.

Creative MediaSource Player is the only software you will need for music and multimedia entertainment. Unlike other media players, Creative MediaSource Player is specially designed to access the power of your Sound Blaster Audigy 2 Platinum eX hardware. With it, you can:

- ❑ play back music and multimedia files: MP3, WAV, WMA, NVF, MLP, VideoCD, etc
- ❑ enhance playback of ordinary music with surround effects using EAX
- ❑ vary the speed of audio playback without affecting the pitch (Time Scaling)
- ❑ use Smart Volume Management to play back a list of songs at a similar volume level even if they were originally recorded at different loudness levels
- ❑ switch between Creative MediaSource Organizer and Creative MediaSource Player with just a click of the mouse.
- ❑ use the built-in Creative MediaSource Recorder to record audio (see below).

## “What-You-Hear” multichannel recording

Use Creative MediaSource Recorder to record at up to 24-bit/96 kHz from any audio sources processed by the audio card. A multichannel What-You-Hear recording mode lets you capture audio directly from the audio card's 6.1-channel analog speaker outputs, without the need to connect any cables to the Line Out connectors. You can then capture surround-sound movie/gameplay audio, and even audio content enhanced or upmixed with CMSS and EAX effects. For more information and usage details on Creative MediaSource Player and Recorder, refer to the [online Help](#).



## Creative MediaSource Organizer

Managing a huge collection of audio CDs and MP3 files can be a headache. With Creative MediaSource Organizer, you can find any recording easily, no matter where it is stored on your hard disk or external storage devices. The following is a list of tasks you can perform with Creative MediaSource Organizer.

### Finding and organizing songs

Creative MediaSource Organizer searches your hard disk to compile a database of songs available, called a "PC Music Library" or **PCML**. Once you have a PCML, you can sort it and search for songs. Searching is very fast due to a sophisticated engine and use of three search fields: artist, genre and album.

Once songs have been found, you can create **playlists** to automatically replay them in any desired sequence. You can also enter and edit extra information about each MP3 recording with **ID3** tags.

### Keeping your music database up to date

As songs are added or deleted from your computer and other storage devices, your PCML will need to be kept up to date. The Media Sniffer will monitor specified folders on your hard disk for file changes, and update your PCML accordingly.

### Transferring songs

NOMAD users can use Creative MediaSource Organizer to transfer music files to and from the computer and other compatible devices.

### Automatically playing multimedia content

Media Detector makes it easy for users to access multimedia content from various internal or external media. There is no need to hunt through a maze of different software to play different types of files.

Media Detector automatically recognizes the insertion or connection of CDs, VCDs, and external devices like the NOMAD Jukebox and NOMAD MP3 players. Upon recognition, the content in the media will automatically start playing without further intervention from the user.



## Extracting and converting songs

Storing hundreds of songs on your computer can consume much hard disk space. WAV files and tracks from audio CDs can take up to 50 MB per song. To reduce storage on your hard disk, you can convert tracks from audio CDs into smaller 4 to 5 MB MP3 files. Creative MediaSource Organizer's built-in Rip Now module lets you easily extract tracks from audio CDs, then convert them to MP3 and WMA formats at high resolution bit rates of 320 Kbps and 160 Kbps, respectively.

To eliminate the need for you to manually type the track information of an audio CD's ripped tracks, a feature called CDDb can connect your computer to the Internet (Gracenote's CDDb service) and automatically retrieve the track names and other useful track information for you.

## Storing music on recordable CD

If you have a CD-writer, another way to reduce music storage on your computer's hard disk is to record audio tracks onto CD-R or CD-RW for playback on many consumer hi-fi devices. Creative MediaSource Organizer's Burn CD module lets you create your own audio and MP3 CDs from WAV, MP3 and WMA files. The Burn CD feature also lets you easily design, create, and print matching CD covers and liner notes for your audio CDs.

For more information and usage details on Creative MediaSource Organizer, refer to its [online Help](#).

## Creative MediaSource DVD-Audio Player

Use this application to play back today's highest quality audio recordings available on DVD-Audio discs. You can enjoy music 24-bit/96 kHz multichannel surround-sound music, or stereo recordings of up to 24-bit/192 kHz resolution. A Pentium III/AMD Athlon 1 GHz or faster processor is recommended. Requires 256 MB RAM for Windows 2000 SP3 or Windows XP SP1. Also requires a second-generation 6x or faster DVD-ROM drive. Visit [www.soundblaster.com](http://www.soundblaster.com) for updates on OS-specific support issues.



## Creative EAX Console

EAX Console allows you to configure the Audigy 2 processor's effects engine.

EAX ADVANCED HD promises to deliver sounds that are so life-like, you can almost see them! It is the computer industry's first system to recreate and deliver real-world, interactive audio experiences in games, music, and other audio applications. These audio effects take your computer beyond home-theater quality, immersing you in sound so vivid, your imagination can almost "see" it. The effects go beyond today's surround sound and 3D positional audio to actually model an environment by taking into account room size, acoustic properties, reverb, echo, and many other effects that create a real-world experience.

EAX Console consists of four sections: **Audio Effects**, **CMSS 3D**, **Audio Clean-up**, and **Time Scaling**.

### Audio Effects: Environmental Sound Processing

In Audio Effects, you can choose how you want to enhance all kinds of ordinary two-channel sounds.

- ❑ **Advanced EQ** lets you boost or de-emphasize the low, mid or high frequencies of sound to suit individual preference and equipment characteristics. Choose various presets like Jazz or Rock to suit the audio characteristics you like best.
- ❑ **Special Effects** let you modify sounds with pre-programmed algorithms so that male voices can be turned into female voices, or human speech turned into "chipmunk talk". You can have lots of fun, especially when communicating over the Internet.
- ❑ **Studio Effects** can add standard distortion, wah, delays and chorus effects to an electric guitar or other musical instrument.
- ❑ **Environmental Effects** simulate typical acoustic environments like stadiums, concert halls, and jazz clubs. By choosing an effect like "concert hall", you can make any music sound like it is being produced inside a concert hall, with all the characteristic echos and reverbration. Various settings let you vary the type of effect, amount of effect applied, and others. If you have connected rear speakers to your computer, EAX will trick your ears into believing that your room has



turned into a concert hall or jazz club. EAX becomes more effective as the number of speakers connected is increased. It supports up to 6 speakers and one subwoofer.

- ❑ **Karaoke Effects** let singers add high-quality echo to add richness to their voices. Users can also vary the music's pitch to suit their vocal range.

### CMSS 3D: Simulating Surround Sound

Creative MultiSpeaker Surround (CMSS) 3D makes ordinary two-channel (Left and Right Stereo) sound seem to surround you, even through only two speakers. For users with 5.1 or 6.1 multichannel speaker systems, CMSS can also simulate surround sound from ordinary stereo. This is useful for watching DVDs and VCDs, which contain only stereo soundtracks.

Select CMSS for multichannel audio enhancement on 4/4.1, 5.1 or 6.1 speaker systems, and CMSS2 for movies.

**Note:** For a 4/4.1-speaker system, audio for your subwoofer is processed by the speaker system.

### Audio Clean-up: Removing noise and distortion

Audio Clean-up allows you to process prerecorded as well as real-time audio, in order to remove noise, click sounds and other artifacts. For example, when recording music from old vinyl records, "click" and "pop" sounds can be removed with the Clean-up feature. The Click Meter informs you whenever the noise clean-up feature is activated during recording and also how many clicks are removed.

### Time Scaling: Varying the speed of playback

Karaoke fans and musicians may sometimes wish to slow a song down (or speed it up) to catch the lyrics or play along with the music. However, varying the speed usually also varies the pitch of the song. With the Time Scaling feature, Sound Blaster Audigy 2 users can maintain the pitch of a song while varying the playback speed.

For more information and usage details on EAX Console, refer to the Creative EAX Console [online Help](#).



## Creative Surround Mixer

Use Creative Surround Mixer to select the device you wish to listen to or record from. It operates in two possible modes. Click the **Basic Mode** or **Advanced Mode** button to switch between the two modes:

In Basic mode, you can:

- ☐ mix sounds from various audio input sources when playing or recording
- ☐ control volume, bass and treble

In Advanced mode, you can:

- ☐ control balance and vary the loudness ratio between front/rear speakers (fader)
- ☐ control the relative loudness levels between Front Center, Rear Center and Subwoofer speakers (if any)

For more information and usage details on Creative Surround Mixer, refer to its [online Help](#).

## Creative Speaker Settings

This is the main application to use for the following tasks:

- ☐ Designating the number and configuration of speakers to use
- ☐ Testing your speakers
- ☐ Activating or deactivating Digital Output
- ☐ Managing bass output by selecting subwoofer crossover frequency and volume

## Creative Speaker Calibrator

Creative Speaker Calibrator assists the user to optimize loudspeaker settings and positioning to create much better surround sound and gaming sound effects.

## Creative MiniDisc Center

Creative MiniDisc Center allows you to play back songs on CDs or supported audio formats, and record them to digital recorders such as Digital Audio Tape machines, and also MiniDisc (MD) recorders.

With MiniDisc Center, you can:





- ☐ create an album of your favorite songs, each of which may be in a different audio format
- ☐ insert a preset period of silence automatically between each track
- ☐ play back your personal album and record it to your MD recorder

For more information and usage details on Creative MiniDisc Center, refer to its [online Help](#).

## Creative SoundFont Bank Manager

You can use Creative SoundFont Bank Manager to easily switch between multiple SoundFont banks for performances. This module is optimized to let users quickly audition various presets, reset MIDI devices, or create/modify/save various SoundFont banks from your computer's RAM. Creative SoundFont Bank Manager also switches the Drum Kit on or off at Midi Channel 10.

A virtual keyboard is provided for the user to use the computer's keyboard or mouse to audition SoundFont banks or play musical notes produced through MIDI devices. To edit the presets in the SoundFont banks, use Vienna SoundFont Studio, which you can download from <http://www.SoundFont.com>.

You can use external MIDI input devices to audition your MIDI banks and instruments. First, connect a MIDI input device to your audio card and then select that device in the Creative SoundFont Bank Manager. Once you discover the power of SoundFont technology, you will be amazed at the sound design possibilities available.

For more information and usage details on Creative SoundFont Bank Manager, refer to its [online Help](#).

## Creative Audio Stream Recorder 2

Normally, to listen to a song on the Internet, you need to download the entire file onto your hard disk first — before you can even *hear* the music.

Internet radio stations can, however, make it more convenient for you to enjoy downloaded music: they employ "streaming" technology by which music data flows like a "stream" to your audio card **directly**, *bypassing permanent hard disk storage*.



Thus, the song starts to play as soon as a portion of its data stream has arrived at your audio card. The downside of streaming technology was that you could not record the music onto your hard disk for future reference.

Audio Stream Recorder 2 (ASR2) is designed to overcome this problem by letting you record streaming audio onto your hard disk as standard MP3 or WMA files.

To use ASR2, select from its predefined list of radio stations to listen to. You can click the red Record button to start recording music to your hard disk, or use the Schedule feature to program the computer to record streaming music unattended. You can also use ASR2 to listen to selected radio stations live by clicking the blue Play button.

For more information and usage details on Creative Audio Stream Recorder 2, refer to its [online Help](#).

## Creative Wave Studio

When you need to edit sound files, use Creative Wave Studio. This application supports popular file formats like WAV and AIFF. With Wave Studio, you can convert between file formats and edit out any section of sound. Apply effects like fade-in/fade-out. You can also use it to blend two or more songs into a single file.

For more information and usage details on Creative Recorder, refer to its [online Help](#).



## Diagnostic and troubleshooting utilities

### Creative Diagnostics

Use Creative Diagnostics to quickly test your audio card's Wave, MIDI or CD Audio playback capability, recording function and speaker output. For more information and usage details on Creative Diagnostics, refer to its [online Help](#).

### Creative Speaker Settings

This is the main application to use for managing your speakers and troubleshooting problems related to speaker configurations. See "Creative Speaker Settings" on page 4-10.

Sound  
BLASTER

AUDIGY 2

A

## General Specifications

Technical details of the Sound Blaster Audigy 2 Platinum eX card and Audigy 2 Platinum eX External I/O Module.



# General Specifications

---

Technical details of Sound Blaster Audigy 2 Platinum eX card and your Sound Blaster Audigy 2 Platinum eX External I/O Module.

## Features

### PCI Bus Mastering

- ☐ PCI Specification Version 2.1 compliant
- ☐ Bus mastering reduces latency and speeds up system performance

### Audigy 2 Processor

- ☐ Advanced hardware accelerated digital effects processing
- ☐ 32-bit digital processing, which maintains a theoretical 192 dB of dynamic range
- ☐ Patented 8-point interpolation that reduces distortion to inaudible levels
- ☐ 64-voice hardware wavetable synthesizer
- ☐ Professional quality digital mixing and equalization
- ☐ Unlimited size of SoundFont banks can be mapped to host memory (limited by available system memory)

### Versatile Audio Features

- ☐ Mixes analog sources such as CD Audio, Line in, Auxiliary and Microphone in via AC'97 Codec with internal digital sources
- ☐ Playback of 64 audio channels, each at an arbitrary sample rate
- ☐ 32-bit mixing of all digital sources within Audigy 2's Digital Mixer
- ☐ 24-bit Analog-to-Digital conversion of analog inputs at 96 kHz sample rate
- ☐ 24-bit Digital-to-Analog conversion of digital sources at 96 kHz to analog 6.1 speaker output
- ☐ 24-bit Digital-to-Analog conversion of stereo digital sources at 192 kHz to stereo output



- ❑ 16-bit to 24-bit recording sampling rates: 8, 11.025, 16, 22.05, 24, 32, 44.1, 48 and 96 kHz, including ASIO2 support at up to 24-bit, 96 kHz resolution.

## Professional Digital Audio Processing

- ❑ Supports Sony/Philips Digital Interface (SPDIF) format of up to 24-bit/96 kHz quality
- ❑ SPDIF output at selectable sampling rate of 48 or 96 kHz
  - Note:** SPDIF output not available during playback of protected digital audio contents authored with DRM (Digital Rights Management) technology
- ❑ Selectable 6-channel SPDIF output to matching digital speaker systems
- ❑ Software switching of SPDIF Input-to-Output (bypass) to minimize cable connection hassle
- ❑ Low latency multitrack recording with ASIO2 support

## Flexible Mixer Control

- ❑ Software playback control of CD digital audio, Line In, Auxiliary, Microphone In, Wave/DirectSound device, MIDI device, Line In 2, Microphone In 2, Auxiliary 2 and SPDIF In
- ❑ Software recording control of Analog Mix (sum of CD digital audio, Line In, Auxiliary) Microphone In, Wave/DirectSound device, MIDI device, CD Digital (CD SPDIF), Line In 2, Line In 3, Microphone In 2, Auxiliary 2 and SPDIF In
- ❑ Selectable input source or mixing of various audio sources for recording
- ❑ Adjustable master volume control
- ❑ Separate bass and treble control
- ❑ Front and rear balance control
- ❑ Muting and panning control for mixer sources



### THX Certification

- ❑ Sound Blaster Audigy 2 has received the prestigious THX Multimedia Certification award, making it the perfect choice for PC audiophiles seeking the very best music and movie experiences.

### Dolby Digital (AC-3) and Digital Surround EX Decoding

- ❑ Decodes Dolby Digital Surround EX to 6.1 or 5.1 channels, or will pass through a compressed SPDIF bitstream to an external decoder
- ❑ Bass redirection: enhances bass output to subwoofer for small satellite speaker systems
- ❑ Crossover bass frequency (10-200 Hz): adjustable to standalone subwoofer units for desired bass level
- ❑ Adjustable Center, Rear Center and LFE level control

### Creative MultiSpeaker Surround (CMSS)

- ❑ Multispeaker technology
- ❑ Upmixes mono or stereo sources to 6.1 channels
- ❑ Professional-quality panning and mixing algorithm

### SBI394/FireWire Compatibility

- ❑ Compliant with IEEE1394a specification
- ❑ Supports data rates of 100, 200, and 400 Mbps
- ❑ Supports up to 63 IEEE1394 compatible devices in a daisy-chain configuration
- ❑ Supplies up to 3 watts to IEEE1394 compatible devices

## Connectivity

### Sound Blaster Audigy 2 Platinum eX Card

#### Audio Outputs

- ❑ 2 x line-level analog outputs via stereo jacks on rear bracket: Front and Rear Line-Outs 1 and 2
- ❑ Stereo headphone (32-ohm load) support on Line Out 1
- ❑ 1 x line-level three channel analog output via 4-pole 3.5 mm minijack on rear bracket: Front Center, Rear Center and Subwoofer channel

#### SB1394/FireWire



The 6-pin SB1394/FireWire connector/port has a 3-watt maximum power output. Connect only one high power usage device such as an IEEE1394 hard disk or CD-RW drive to this port unless it is powered off the AC outlet.

- ❑ AD\_LINK 2 connector on rear bracket for power supply to the Audigy 2 Platinum eX External I/O Module.

#### Interfaces

- ❑ AD\_LINK 1 connector for linking to the Sound Blaster Audigy 2 Platinum eX External I/O Module
- ❑ Joystick/MIDI connector for connection to the audio card





## Sound Blaster Audigy 2 Platinum eX External I/O Module

### Inputs and outputs on front panel

- ❑ One headphone output with auto detection via ¼" stereo jack with volume control
- ❑ One shared line-level analog Line/Microphone input (Line-In 1/Mic-In) via ¼" stereo jack. Shared input selectable via knob. Gain/level control for microphone
- ❑ One standalone line-level analog input (Line-In 2)
- ❑ Two optical connectors for optical SPDIF input and output
- ❑ One SB1394/FireWire connector for IEEE1394 compatible devices
- ❑ One infrared receiver for receiving information from the remote control. Transmission range within 4 meters with 15-degree deviation from the center axis.

### Inputs and outputs on rear panel

- ❑ One AD\_LINK 1 connector for linking to the audio card
- ❑ One AD\_LINK 2 connector for power supply to the Sound Blaster Audigy 2 Platinum eX External I/O Module
- ❑ 1 x standard MIDI OUT and 1 x standard MIDI In jack for MIDI instruments
- ❑ Two SB1394/FireWire ports to connection to IEEE1394 compatible devices
- ❑ One Mini-DIN SPDIF digital output
- ❑ Two RCA jacks for Auxiliary Line Input (Line-In 3)
- ❑ Two RCA connectors for coaxial SPDIF input and output

Sound  
BLASTER

# B Troubleshooting and FAQs

This section provides solutions to problems you may encounter during installation or normal use.



# Troubleshooting and FAQs

---

This appendix provides solutions to problems you may encounter during installation or normal use.

## Problems Installing Software

### **The installation does not start automatically after the Sound Blaster Audigy 2 Installation and Applications CD is inserted.**

The AutoPlay feature in your Windows system may not be enabled.

*To start the installation program through the My Computer shortcut menu:*

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click **AutoPlay** and follow the instructions on the screen.

*To enable AutoPlay through Auto Insert Notification:*

1. Click **Start -> Settings -> Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab and select your CD-ROM drive.
4. Click the **Properties** button.
5. In the **Properties** dialog box, click the **Settings** tab and select **Auto Insert Notification**.
6. Click the **OK** button to exit from the dialog box.



## Problems with Sound

**There is unexpected, excessive environmental sound or effects when an audio file is played.**

The last selected preset is an inappropriate environment for the current audio file.

*To switch to an appropriate environment:*

1. Click the **Audio Effects** tab in EAX Console.
  2. Click the **Enable/Disable Audio Effects** check box to clear it.
- Note:** The preset box title may change, depending on the effect you select.

**No sound from the headphones.**

*Check the following:*

- ☐ The headphones are connected to the Headphones jack.
- ☐ In the **Speaker Selection** tab of Creative Speaker Settings, the **Headphones** option is selected in the **Speaker/Headphone Selection** box.
- ☐ In the **Basic** tab of Creative Surround Mixer, the recording source selected is **"What U Hear"**.

**Individual analog recording sources are not displayed in Creative Surround Mixer.**

The following analog recording sources are combined in one recording control called **Analog Mix (Line/CD/Aux/PC)**, which is found in the Record panel of the Basic tab:

- ☐ Line-In
- ☐ CD Audio
- ☐ Auxiliary
- ☐ PC Speaker



**Individual analog recording sources cannot be selected in Creative Surround Mixer.**

Five analog recording sources are combined under the selection **Analog Mix (Line/CD/Aux/PC)**. For more information, see "Individual analog recording sources are not displayed in Creative Surround Mixer." on page B-2.

*To record an individual analog source:*

- ☐ In the **Record** panel of the **Basic** tab in Creative Surround Mixer, make sure the recording source selected is **Analog Mix (Line/CD/Aux/PC)**.
- ☐ In the **Source** panel, mute the analog sources that you do not want to record — by clicking the **Speaker** button to change it to a button with a **red cross sign** on it.

**No sound from the speakers.**

*Check the following:*

- ☐ You have connected your speakers to your audio card's output.
- ☐ You have selected the correct source in the **Source** panel of Creative Surround Mixer.
- ☐ If both the above conditions have been met and you still do not get any sound, click the **red plus sign** above the **Volume** control and check whether the **Digital Output Only** check box is selected. If it is, you are in the Digital Output Only mode and so must connect to digital speakers to hear the sound from your audio card. See the section on "Speaker Selection Settings" in Creative Speaker Setting's online Help for more information.

**No audio output when playing digital files such as .WAV, MIDI files or AVI clips.**

*Check the following:*

- ☐ The speakers' volume control knob, if any, is set at mid-range. Use Creative Surround Mixer to adjust the volume, if necessary.



- ☐ The powered speakers or external amplifier are connected to the card's Line Out or Rear Out jack.
- ☐ There is no hardware conflict between the card and a peripheral device. See "Resolving I/O Conflicts" on page B-11.
- ☐ The Speaker selection in Creative Speaker Settings corresponds to your speaker or headphone configuration.

**No audio output when playing audio CDs or DOS games that require a CD-ROM.**

*To solve this problem, enable **digital CD playback** as follows.*

**For Windows 98 SE**

- ☐ Click **Start -> Settings -> Control Panel**.
- ☐ In the **Control Panel** dialog box, double-click the **Multimedia** icon.
- ☐ In the **Multimedia Properties** dialog box, click the **CD Music** tab.
- ☐ Click the **Enable digital CD audio for this CD-ROM device** check box to select it.
- ☐ Click the **OK** button.

**For Windows Me**

- ☐ Click **Start -> Settings -> Control Panel**.
- ☐ In the **Control Panel** dialog box, double-click the **System** icon.
- ☐ In the **System Properties** dialog box, click the **Device Manager** tab.
- ☐ Double-click the DVD/CD-ROM drives icon. Your computer's drive icons will appear.
- ☐ Right-click the CD disk drive icon. A menu will appear.
- ☐ Click **Properties**.
- ☐ In the **Digital CD Playback** box of the next dialog box, click the **Enable digital CD audio for this CD-ROM device** check box to select it.
- ☐ Click the **OK** button.



### **For Windows 2000 and Windows XP**

- ☐ Click **Start** -> **Settings** -> **Control Panel**.
- ☐ In the **Control Panel** dialog box, double-click the **System** icon.
- ☐ In the **System Properties** dialog box, click the **Hardware** tab.
- ☐ Click the **Device Manager** button.
- ☐ Double-click the DVD/CD-ROM drives icon. Your computer's drive icons will appear.
- ☐ Right-click the CD disk drive icon. A menu will appear.
- ☐ Click **Properties**.
- ☐ In the **Digital CD Playback** box of the next dialog box, click the **Enable digital CD audio for this CD-ROM device** check box to select it.

### **Panning a source sometimes turns off its sound.**

This occurs when you are in the Digital Output Only mode and the source's left-right balance in a software mixer application other than Creative Surround Mixer (for example, the Windows Volume Control application) is at the opposite end compared to the position to which you have panned the source in the **Basic** tab of Creative Surround Mixer. For example, the CD Audio balance in Windows Volume Control is on the left but in Creative Surround Mixer you have panned the CD Audio to the right.

*To solve this problem:*

Open that other mixer, and center the balances for all the audio input sources. This ensures that your analog sources will not turn silent when you pan them in Creative Surround Mixer.

## Problems with File Transfers on Some VIA Chipset Motherboards

After you install the Sound Blaster Audigy 2 Platinum eX card on a VIA chipset motherboard, you may see one of the following:

**When transferring large amounts of data, the computer stops responding ('hangs') or restarts itself, OR  
Files transferred from another drive are incomplete or corrupted.**

These problems appear in a small number of computers, which contain the VIA VT82C686B controller chipset on their motherboards.

To verify if your motherboard has the VT82C686B chipset:

- ☐ Refer to your computer or motherboard manual, or
- ☐ In Windows:
  - i. Click **Start** -> **Settings** -> **Control Panel**.
  - ii. Double-click the **System** icon.
  - iii. Click the **Device Manager** or **Hardware** tab.
  - iv. Click the **Systems devices** icon.
  - v. In the list that appears, see if the items highlighted in Figure B-1 appear.
  - vi. If the items appear, remove your computer cover and locate the VIA chipset on your motherboard. (Take note of the safety precautions on page 2-1.) The VT82C686B chipset has its model number inscribed on the chip.

*If you have the VT82C686B chipset: Some users have solved the above problems by doing one or both of the following:*

- downloading the latest VIA 4in1 drivers from [http://www.viatech.com\\*](http://www.viatech.com*),
- obtaining the most current BIOS for your motherboard from the manufacturer's web site\*.

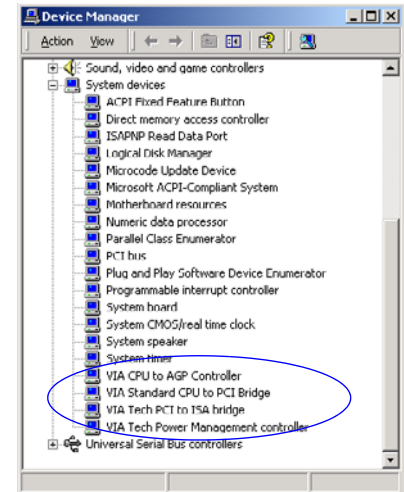


Figure B-1: Device Manager tab.



\*Content in these web sites is controlled by other companies. Creative bears no responsibility for information or downloads obtained from them. This information is provided only as a convenience to you.

## Insufficient SoundFont Cache



The trade-off of a smaller SoundFont file is its lower sound quality.

### There is insufficient memory to load SoundFont banks.

This may occur when a SoundFont-compatible MIDI file is loaded or played while insufficient memory has been allocated to Creative SoundFont Bank Manager. To have sufficient SoundFont cache memory:

- ☐ Remove an existing SoundFont bank from the system RAM.  
Do the following:
  - i. Click the **Bank** button.  
The **Configure Bank** dialog box appears.
  - ii. Click the **Select Bank** drop-down button, and select a bank index.
  - iii. Highlight the bank and click the **Remove** button.
  - iv. Click the **OK** button to finish configuring your banks.
- ☐ Load smaller SoundFont banks instead; or add more RAM to your system.  
Do one of the following:
  - In the **Configure Bank** dialog box of Creative SoundFont Bank Manager, select a smaller SoundFont bank, if available, from the **Select Bank** box.
  - Increase the system RAM on your computer. For more details, visit the **[www.soundblaster.com](http://www.soundblaster.com)** site for technical help.

**Note:** The amount of SoundFont cache you can allocate depends on the system RAM available. Your computer may slow down if the amount of cache allocated is too high.

## Problems with the Joystick

### The joystick port is not working.

The audio card's joystick/MIDI connector may be conflicting with the system's joystick port.

*To solve this problem:*

Disable the audio card's joystick/MIDI connector and use the system port instead. Do the following:

1. Click **Start -> Settings -> Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Double-click **Sound, Video And Game Controllers**, and then select **Creative Audigy 2 Gameport (Creative Game Port for Windows 2000)**.
5. Click the **Properties** button.
6. In the Properties dialog box:
  - If you have an **Original Configuration (Current)** check box:
    - Clear the check box to disable it.
  - If you have a **Disable In This Hardware Profile** check box:
    - Make sure that the check box is selected to disable it.
7. Click **OK** to restart Windows and for the change to take effect.

When the Gameport Joystick interface is disabled, the entry in Device Manager has a red cross.

### The joystick is not working properly in some programs.

The program may use the system processor timing to calculate the joystick position. When the processor is fast, the program may determine the position of the joystick incorrectly, assuming that the position is out of range.



Do not attempt to make changes to the BIOS unless you have experience with system software.



*To solve this problem:*

Increase your system's 8 bit I/O recovery time of the BIOS setting, usually under the Chipset Feature Settings section. Or, if available, you may adjust the AT Bus speed to a slower clock. If the problem persists, try a different joystick.

## Problems with Multiple Audio Devices

### **The other installed audio card is not working well.**

You may have an existing audio device installed in your computer. The audio device may be an audio card or an onboard audio chipset. Before you install your Sound Blaster Audigy 2 Platinum eX card, you are advised to completely uninstall and remove your existing audio device. Operating multiple audio devices in your computer may introduce usability issues.

*Alternatively, during the installation of your audio card, do the following:*

- ☐ If your computer detects an installed Sound Blaster Live! Series or Sound Blaster PCI512 audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button and follow the instructions on the screen to complete the removal of the old audio device. Remove the old audio card from your computer.
- ☐ If your computer detects any other installed audio card, a message box recommending that you completely uninstall and remove the older audio device will appear. Click the **Yes** button to continue with the installation of the Sound Blaster Audigy 2 Platinum eX card.  
After the installation of the audio card, completely uninstall the existing card and remove the audio card from your computer.

### **The onboard audio chipset is not working well.**

To disable an onboard audio chipset, do the following:

1. Restart your system.



2. During the memory check, press <F2> or <Delete>, depending on your motherboard.  
The BIOS setup menu appears.
3. Select **Chipset Features Setup** and press <Enter>.
4. Select **Onboard Legacy Audio** and press <Enter> to disable your onboard audio chipset.
5. Press <Esc> to return to the BIOS setup menu.
6. Select **Save & Exit Setup**, and then press <Enter>.
7. Press <Y> and then press <Enter>

## Problems with Sound Blaster Live! Series or Sound Blaster PCI512 card

### **Sound Blaster Live! or Sound Blaster PCI512 applications are not working.**

Other than normal playback and recording functions, older audio devices may not work well when Sound Blaster Audigy 2 Platinum eX is installed.

*To solve this problem:*

Uninstall and remove the older card from the computer. Otherwise, you can choose to disable the Sound Blaster Live! or Sound Blaster PCI512 card:

1. Click **Start -> Settings -> Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Double-click **Sound, Video And Game Controllers**, and then select **Creative Sound Blaster Live! Series** or **Creative Sound Blaster PCI512**.
5. Click the **Properties** button.
6. In the Properties dialog box:
  - If you have an **Original Configuration (Current)** check box:
    - Clear the check box to disable it.
  - If you have a **Disable In This Hardware Profile** check box:
    - Make sure that the check box is selected to disable it.

7. Click **OK** to restart Windows and for the change to take effect.

When the Sound Blaster Live! series is disabled, the entry in Device Manager has a red cross.

## Resolving I/O Conflicts



You can also refer to the Troubleshooting section in the online Help of Windows 98 SE/Me.

Conflicts between your audio card and another peripheral device may occur if your card and the other device are set to use the same I/O address.

To resolve I/O conflicts, change the resource settings of your audio card or the conflicting peripheral device in your system using Device Manager in Windows 98 SE/Me.

If you still do not know which card is causing the conflict, remove all cards except the audio card and other essential cards (for example, disk controller and graphics cards). Add each card back until Device Manager indicates that a conflict has occurred.

*To resolve hardware conflicts in Windows 98 SE/Me:*

1. Click **Start -> Settings -> Control Panel**.
2. In the **Control Panel** window, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Under the Sound, Video And Game Controllers entry, select the conflicting audio card driver—indicated by an exclamation mark (!)—and click the **Properties** button.
5. In the Properties dialog box, click the **Resources** tab.
6. Make sure that the **Use automatic settings** check box is selected, and click the **OK** button.
7. Restart your system to allow Windows 98 SE/Me to reassign resources to your audio card and/or the conflicting device.



## Problems with Encore DVD Player

**The Encore DVD Player is not launched when a DVD disc is inserted into the drive.**

*To solve this problem:*

1. In the Windows system tray, right-click the Disc Detector icon, and then click **Properties**.
2. On the **General** tabbed page of the **Creative Disc Detector** dialog box, make sure that the **Enable Disc Detector** check box is selected.
3. Click the **Players** tab.
4. Select the DVD Disc entry and then click the **Select Player** button.
5. In the **Players Properties** dialog box, click the **Browse** button.
6. Locate and select C:\Program Files\Creative\PC- DVD Encore (where D: represents your CD-ROM drive) and double-click the entry **ctdvdply**. The Name box now displays the entry *ctdvdply*.
7. Click the **OK** button twice.

## Problems with Software DVD Player

**Changing audio configuration (for example, switching from multi-channel mode to SPDIF Output mode or vice versa) while watching a DVD movie does not seem to work, even though all settings in the software DVD player and in Creative Surround Mixer are correct.**

*To solve this problem:*

Close and restart the software DVD player.

## Problems with DV driver for Windows 98 SE/2000/Me/XP



The 1394 DVConnect driver does not run on Windows XP.

### The DV camcorder is not working properly.

The MSDV camcorder driver may be the latest version (v4.10.2226 or later).

*To solve this problem:*

1. Visit the <http://www.microsoft.com> and download the Digital Video update (dx80bda.exe) for the DirectX 8.0 files.
2. Install the above file into your computer.

**Note:** You need to install DirectX 8.0 or 8.0a run time first.

If the problem still persists, the MSDV camcorder driver may not be fully optimized for your DV camcorder.

*To solve this problem:*

1. Turn on your DV camcorder.
2. Insert the Sound Blaster Audigy 2 Installation and Applications CD into your CD-ROM drive. Exit from the welcome screen.
3. Using Windows Explorer, locate the **1394** folder in the CD-ROM, and run the DVConnect 240.exe file. Follow the instructions on the screen to complete the setup.

If you are in Windows 98 SE, you may be prompted to insert the Windows 98 SE CD-ROM first. Follow the instructions on the screen to complete this setup.

4. Click the **Finish** button.
5. Turn off and then turn on your DV camcorder.

## Problems in XP

**A Hardware Installation error message appears on a Windows XP operating system when non-Creative applications are being installed.**

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.



You may see the message when you install hardware drivers from companies other than Creative. If you do, you may choose to click the **Continue Anyway** button. Device drivers not signed by Microsoft may be used in Windows XP, and need not impair or destabilize your computer.

Should you need more XP-related information or help, you can contact the company that developed the driver, at the company's web site or helpline.





## Problems with Digital Audio Devices

### **Intermittent hissing or no sound is heard from my digital speakers.**

Make sure you select the sampling rate of the PCM SPDIF output of your Digital Out connector to match the requirements of the receiving device. You may need to select a lower digital output sampling rate. The choices available are 48 kHz and 96 kHz.

*To solve this problem:*

For Windows 98 SE and Windows Me:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** dialog box, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Double-click the **Disk** drives icon.  
Your computer drives will appear.
5. Double-click the hard disk drive icon.
6. In the box that appears, click the **Settings** tab.
7. Click the **DMA** (direct memory access) check box to select it.  
An alert message box appears.
8. Click the **OK** button.
9. Click the **OK** button in the next box.
10. Click the **Close** button on the **System Properties** dialog box.
11. When prompted to restart your computer, click the **Yes** button.
12. Repeat steps 4-11 if you have other drives, for example, other hard disk drives, CD-ROM, CD-RW, and DVD-ROM drives. In step 4, double-click the respective drive icon.

For Windows 2000 and Windows XP:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** dialog box, double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Hardware** tab.
4. Click the **Device Manager** button.



5. Double-click the **ATA/ATAPI IDE Controllers** icon.  
Your IDE channels will appear.
6. Right-click the **Primary IDE Channel** icon.
7. Click **Properties**.
8. In the **Properties** dialog box, click the **Advanced Settings** tab.
9. Click the **DMA if available** check box to select it.
10. Click the **OK** button.